

**STATE UNIVERSITY OF NEW YORK
COLLEGE OF TECHNOLOGY
CANTON, NEW YORK**



COURSE OUTLINE

BSAD 400 - OPERATIONS/PRODUCTIONS MANAGEMENT

Prepared By: Charles D. Fenner, PhD

**SCHOOL OF BUSINESS AND LIBERAL ARTS
BUSINESS DEPARTMENT
Spring 2016**

- A. TITLE: Operations/Productions Management**
- B. COURSE NUMBER: BSAD 400**
- C. CREDIT HOURS: 3**
- D. WRITING INTENSIVE COURSE: No**
- E. COURSE LENGTH: 15 Weeks**
- F. SEMESTER (S) OFFERED: Fall, Spring**
- G. HOURS OF LECTURE, LABORATORY, RECITATION, TUTORIAL, ACTIVITY: 3 hours of lecture per week**
- H. CATALOGUE DESCRIPTION:**

This course focuses on the study of modern theory and practice relating to the operations function in both manufacturing and service organizations. Topics include forecasting, materials and capacity planning and quality control. Case studies are used to examine and analyze the manufacturing and service environments in terms of operational planning, the use of teams and teamwork and decision making problems that confront management. Fundamentals of the analytical method are introduced to help solve problems in the design, operation and control of systems.

- I. PREREQUISITES/CO-COURSES:**
- a. Pre-requisites: ECON 103 Microeconomics, BSAD 301 Principles of Management, ACCT 101 Financial Accounting and MATH 141 Statistics
- b. Co-requisites: None
- J. STUDENT LEARNING OUTCOMES:**

By the end of this course, the student will be able to:

<u>Course Objective</u>	<u>Institutional SLO</u>
a. Explain the importance of operations management in a competitive global business environment	2. Crit. Thinking
b. Compare principles of process and facility design	2. Crit. Thinking
c. Analyze production data as a means of demand forecasting and inventory planning	2. Crit. Thinking
d. Construct a production schedule utilizing supply chain management principles with an emphasis on lean production and Just-In-Time manufacturing	2. Crit. Thinking 3. Prof. Competence
e. Evaluate lean production and quality control methodology as tools for improving quality and system efficiency	2. Crit. Thinking

K. TEXT: Jacobs, F.R (2012) Operations and Supply Chain Management: The Core (The McGraw-Hill/Irwin Series Operations and Decision Sciences), New York: McGraw-Hill. ISBN: 978-0073525235

L. REFERENCES: Collier, J. R., & Evans, D. A. (2012). *OM* (3rd ed.). Mason, OH: Cengage Learning. ISBN: 9780538479134

M. EQUIPMENT: Technology Enhanced Classroom

N. GRADING METHOD: A-F

O. MEASUREMENT CRITERIA:
Exams, Case Studies, Project and Quizzes

P. DETAILED TOPICAL OUTLINE:

I. INTRODUCTION TO OPERATIONS MANAGEMENT.

- A. History of Operations Management
- B. Competitiveness
- C. Strategy
- D. Productivity

II. FORECASTING.

- A. Elements
- B. Steps
- C. Approaches
- D. Techniques

III. SYSTEM DESIGN

- A. Product and Service Design
- B. Strategic Capacity Planning for Products and Services
- C. Process Selection and Facility Layout
- D. Design of Work Systems
- E. Location Planning and Analysis

IV. QUALITY

- A. Management of Quality
- B. Total Quality Management
- C. Process Improvement

D. Quality Control

V. INVENTORY MANAGEMENT AND SCHEDULING

A. Inventory Management

B. Aggregate Planning

C. MRP/ERP

D. JIT/Lean Operations

E. Scheduling

VI. SUPPLY CHAIN MANAGEMENT

A. Needs

B. Benefits

C. Elements

D. Logistics

E. Purchasing

F. Supplier Management

VII. PROJECT MANAGEMENT

A. Project Life Cycle

B. Gantt Charts

C. PERT/CPM/Simulation

D. Human Resources and Job design in Operations Management.